2.3   INITIAL PROCESSING

As shown graphically in Figure 2-1, the initial processing of requests for CLOMRs and LOMRs is handled as summarized below. If a submittal package is sent to FEMA, the PO, Project Engineer, or other FEMA staff member sends the package to the MCC for processing without reviewing the contents of the package.

1. The MCC reviews the package to determine the appropriate category (e.g., LOMR, CLOMR) for the request, whether FEMA is to be reimbursed for processing the request, and whether the requester has submitted the appropriate application/certification forms package. The MCC then determines if a check, money order, or credit card information sheet to cover the initial fee (for CLOMR and LOMR requests based on structural measures on alluvial fans) or the full review and processing fee is included.

2. If a request is not fee-exempt and no check, money order, or payment information sheet is included in the submittal, the MCC contacts the Fee-Charge System Administrator (FCSA) to determine whether the required payment was submitted directly to the FCSA.

3. If a check, money order, or credit card payment information sheet is included and is appropriate for the type of request submitted, the MCC sends the original check, money order, or information sheet and a copy of the incoming correspondence to the (FCSA) through the receipt coordinator. Before sending it to the FCSA, the MCC writes the case number on the check, money order, or information sheet. The MCC assigns the FEMA case number (e.g., 00-06-002R) based on the information below.

    • The first two digits ("00" in the example above) identify the fiscal year in which the request is received.

    • The next two digits ("06" in the example above) identify the FEMA Region in which the community is located.

    • The last three digits ("002" in the example above) identify the consecutive request number for that Region during the fiscal year.

    • The letter suffix ("R" in the example above) identifies the process under which the request is to be processed. The suffix letters used are "P" for LOMRs and "R" for CLOMRs.

    In the example above, the case would be the second received and assigned in Region VI during FY 2000, and it would be processed as a CLOMR request.

4. If the MCC determines a payment has been submitted incorrectly for a request for a fee-exempt request and the payment has already been deposited into the National Flood Insurance Fund Revolving Fund Account (NFIRRFA), the MCC may prepare and send the presigned 316-REFUND letter (page B-89) or select the appropriate paragraph in the 316-ACK.FEX letter (page B-67). The MCC distributes copies of the letter to the FCSA and to the FEMA staff member who coordinates refunds. If the payment was submitted in the form of a money order or cashier's check, the FEMA coordinator then prepares a memorandum to the Office of the Comptroller (REFUND1.MEM, page B-99) to request a refund check, and sends copies of the memorandum to the MCC and FCSA. If the payment was submitted in the form of a check, the FEMA coordinator prepares the same memorandum to the Office of the Comptroller (REFUND1.MEM, page B-99), but requests that the refund be issued via electronic transfer, using the bank information referenced on the check submitted by the requester. If the payment was submitted via credit card, the FCSA, in close coordination with the MCC, issues the refund via electronic transfer on the date the refund letter is mailed to the requester.

5. If the MCC determines the request is not fee-exempt, but the payment submitted is more than was required, the MCC also may prepare a 316-REFUND letter or select the appropriate standard paragraph in the 316-ACK.FRQ letter (page B-71). The MCC distributes copies of the letter to the FCSA and to the FEMA coordinator. If the payment was submitted in the form of a money order or cashier's check, the FEMA coordinator then prepares a memorandum to request a refund check, and sends copies of the memorandum to the MCC and FCSA. If the payment was submitted in the form of a check, the FEMA coordinator prepares the same memorandum to the Office of the Comptroller (REFUND1.MEM, page B-99), but requests that the refund be issued via electronic transfer, using the bank information referenced on the check submitted by the requester. If the payment was submitted via credit card, the FCSA, in close coordination with the MCC, issues the refund via electronic transfer on the date the refund letter is mailed to the requester.

6. If the MCC determines a payment has been submitted incorrectly for a fee-exempt request and the payment has <u>not</u> already been deposited, the MCC selects the appropriate paragraph in the presigned 316-ACK.FEX letter (page B-67) or prepares the presigned 316-RETURN letter (page B-91) and mails it to the requester. The MCC sends copies of the letter and payment information to the FCSA and FEMA coordinator.

7. The MCC creates a case file and logs the request into the LOMC module of the CIS database, and includes all information about the request in regular updates to both the case file and the CIS.

8. The FCSA deposits the fee into the NFIFRFA and logs the information into the fee collection portion of the LOMC module of the CIS database.

9. The MCC reviews the submittal for completeness, in accordance with the requirements of Part 65 of the NFIP regulations.

10. At the direction of the PO or Project Engineer, the MCC may acknowledge a request by telephone. If a written acknowledgment is required, the MCC follows the procedures below.

    - For fee-exempt requests, the MCC prepares and sends a presigned 316-ACK.FEX letter (page B-67) within 5 working days. If the requester has submitted the required application/certification forms package and sufficient supporting information, the letter only acknowledges receipt of the forms and information. If the requester has not submitted all required forms and information, the letter requests the required forms and/or information.

    - For requests that are not fee exempt, the MCC prepares a presigned 316-ACK.FRQ letter (page B-71) or presigned 316-FEE letter (page B-79) within 5 working days. If the requester has submitted the required application/certification forms package, sufficient information, and proper payment, this letter simply acknowledges receipt of the forms, information, and payment. If the requester has not submitted all required information, the letter requests the required forms, information, and fee. If the requester has submitted all required forms and information, but has not provided the required fee, the 316-FEE letter is sent to request the complete review and processing fee or a supplemental fee payment.

    - If the payment submitted by the requester exceeds the amount required by FEMA and the request involves structural measures on alluvial fans, the MCC notifies FEMA. At the request of the PO or Project Engineer, the MCC may prepare a 316-REFUND letter to return the excess amount or delay refunding the money until processing of the case is complete and apply the additional amount toward the total review and processing fee.

11. The MCC distributes file copies of the letters in accordance with Subsection 2.9.